

Janet Napolitano
Governor



Sherri L. Collins
Executive Director

June 27, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2007 through May 31, 2008
CG DOCKET NO. 03-123
DA NO. 07-2762

Dear Ms. Dortch,

The Arizona Commission for the Deaf and the Hard of Hearing respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Arizona to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Arizona. The State of Arizona's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data

602-364-0990 TTY * 602-542-3323 V/VP * 800-352-8161 V/TTY * 602-542-3380 FAX * info@acdhh.az.gov

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf and the hard of hearing to improve their quality of life.

- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breech
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of one complaint regarding the handling of an emergency call. The caller disconnected before Customer Service could acquire call information from them.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Hamilton has stated that they will file the requested call data relating to the total number of interstate relay calls by type of TRS, directly with the FCC, under protective seal.

Please feel free to contact myself at 602-542-3383 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Sherri Collins
Executive Director / TRS Administrator
Arizona Commission for the Deaf and the Hard of Hearing

cc: Arlene Alexander (via e-mail)

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AZRS 2008 FCC Complaint Report

6/1/07 to 5/31/08

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Inquire Date 6/15/2007
Record ID 9969
Call Taken By Supervisor
CA Number 6903
Responded By Steve
Response Date 6/15/2007
Resolution 6/15/2007

Customer stated that CA's Spanish skills were not acceptable.

Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and monitored. Customer was satisfied.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Inquire Date 6/26/2007
Record ID 10010
Call Taken By Lead CA
CA Number 5102F
Responded By Nikki
Response Date 6/26/2007
Resolution 6/26/2007

Customer stated that CA misspelled street names.

Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and monitored. Customer was satisfied.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Inquire Date 5/29/2008
Record ID 11187
Call Taken By Lead CA
CA Number
Responded By Tanisha
Response Date 5/29/2008
Resolution 5/29/2008

Customer stated that CA did not type verbatim.

Lead CA apologized and stated that CA would be counseled. CA was counseled and customer was satisfied. CA continues to be monitored frequently.

**Service Complaints--CA Gave
Wrong Information**

Inquire Date 10/16/2007
Record ID 10463
Call Taken By Customer Service
Rep
CA Number 1286
Responded By Chantell
Response Date 10/16/2007
Resolution 10/16/2007

Customer stated that the CA provided incorrect information.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--CA Did not
Keep User Informed***

***Inquire Date 9/4/2007
Record ID 10293
Call Taken By Supervisor
CA Number 5359
Responded By Jodi
Response Date 9/4/2007
Resolution 9/4/2007***

Customer stated that CA did not respond correctly during a call.

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that the CA sent an incorrect hot key. CA was counseled and customer was satisfied.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 8/15/2007
Record ID 10243
Call Taken By Supervisor
CA Number
Responded By Lateacha
Response Date 8/15/2007
Resolution 8/16/2007***

Customer stated that CA disconnected the call when customer requested a Supervisor.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the workstation experienced a technical issue. Issue was resolved and customer notified. Customer was satisfied.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 10/22/2007
Record ID 10460
Call Taken By Customer Service
Rep
CA Number
Responded By Chantell
Response Date 10/22/2007
Resolution 10/23/2007***

Customer stated that the CA disconnected their call.

Customer Service forwarded the information to the technical department. The technical department discovered that the Originator disconnected the call. Customer was notified.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 5/5/2008
Record ID 11199
Call Taken By Lead CA
CA Number
Responded By David
Response Date 5/5/2008
Resolution 5/5/2008***

Customer stated that CA disconnected their call.

Lead CA apologized and forwarded the information to the technical department. The technical department discovered several calls, none of which were disconnected by the CAs. Customer was notified.

***Service Complaints--CA
Misdialed Number***

Customer stated that CA misdialed the number given and made several errors.

Customer Service apologized and stated the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 61 WPM with 96% accuracy.

***Inquire Date 1/25/2008
Record ID 10845
Call Taken By Supervisor
CA Number 5355
Responded By Karen
Response Date 1/25/2008
Resolution 1/25/2008***

***Service Complaints--CA Typing
Speed***

Customer stated that CA was not typing at required speed.

Customer Service apologized the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 71 WPM with 97% accuracy.

***Inquire Date 7/16/2007
Record ID 10164
Call Taken By Lead CA
CA Number 1311
Responded By Latoya
Response Date 7/16/2007
Resolution 7/16/2007***

***Service Complaints--CA Typing
Speed***

Customer stated that the CA's typing was slow with errors and had errors.

Customer Service apologized and stated that the CA would be counseled. CA was counseled. CA's last typing score was 67 WPM with 99% accuracy.

***Inquire Date 2/4/2008
Record ID 10861
Call Taken By Lead CA
CA Number 5256
Responded By LaToya
Response Date 2/4/2008
Resolution 2/4/2008***

Service Complaints--CA Typing

Customer stated that the CA made several typing errors.

Customer Service apologized and stated that the CA would be counseled. CA's last typing score was 61 WPM with 99% accuracy. CA was counseled and customer was satisfied.

***Inquire Date 6/15/2007
Record ID 9975
Call Taken By Lead CA
CA Number 1228F
Responded By Shawna
Response Date 6/15/2007
Resolution 6/19/2007***

Service Complaints--CA Typing

Customer stated the CA made several typing errors.

Customer Service apologized and stated that the CA would be counseled. CA's last typing score was 61WPM with 99% accuracy. CA was counseled and customer was satisfied.

***Inquire Date 6/15/2007
Record ID 9976
Call Taken By Lead CA
CA Number 1303FT
Responded By Latoya
Response Date 6/15/2007
Resolution 6/19/2007***

Service Complaints--CA Typing

Customer stated that the CA's typing was poor.

Inquire Date 8/14/2007
Record ID 10298
Call Taken By Supervisor
CA Number 5190
Responded By DreK
Response Date 8/14/2007
Resolution 8/14/2007

Supervisor apologized and stated that the CA would be monitored frequently. CA's last typing score was 61 WPM with 96% accuracy. Customer was satisfied.

Service Complaints--Poor Vocal Clarity/Enuciation

Customer stated CA did not speak slowly and clearly when voicing an answering machine message. Customer did not receive the information needed and requested the information left in the message.

Inquire Date 7/23/2007
Record ID 10168
Call Taken By Supervisor
CA Number 1146
Responded By Amanda
Response Date 7/23/2007
Resolution 7/23/2007

Customer Service apologized and explained that the relay does not retain records of conversations. Customer Service stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving fraudulent phone calls through the relay.

Inquire Date 6/18/2007
Record ID 9979
Call Taken By Customer Service Rep
CA Number
Responded By Chantell
Response Date 6/18/2007
Resolution 6/18/2007

Customer Service apologized and suggested that the customer contact their local telephone company or report the incident to the local law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

Service Complaints--Fraudulent/Harassment Call

Customer has been receiving harrassing telephone calls through the relay service.

Inquire Date 7/23/2007
Record ID 10102
Call Taken By Customer Service Rep
CA Number
Responded By Chantell
Response Date 7/23/2007
Resolution 7/23/2007

Customer Service apologized and suggested that the customer contact their local telephone company or report the incident to local law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 8/20/2007
Record ID 10300
Call Taken By Lead CA
CA Number
Responded By Celeste
Response Date 8/20/2007
Resolution 8/20/2007

Customer has been receiving fraudulent telephone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to the law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 1/8/2008
Record ID 10762
Call Taken By Customer Service
Rep
CA Number
Responded By Chantell
Response Date 1/8/2008
Resolution 1/8/2008

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 1/15/2008
Record ID 10783
Call Taken By Customer Service
Rep
CA Number
Responded By Chantell
Response Date 1/15/2008
Resolution 1/15/2008

Customer has been receiving harassing telephone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 1/22/2008
Record ID 10799
Call Taken By Supervisor
CA Number
Responded By Kerry
Response Date 1/22/2008
Resolution 1/22/2008

Customer reported receiving harassing calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 5/23/2008
Record ID 11205
Call Taken By Customer Service
Rep
CA Number
Responded By Chantell
Response Date 5/23/2008
Resolution 5/23/2008

Customer has been receiving fraudulent telephone calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--Didn't
Follow Emergency Call
Handling Procedure***

Inquire Date 8/16/2007
Record ID 10299
Call Taken By Lead CA
CA Number
Responded By Celeste
Response Date 8/16/2007
Resolution

Customer stated CA handled their emergency call poorly.

Customer Service attempted to acquire call information and customer hung up.

***Service Complaints--Didn't
Follow Policy/Procedure***

Inquire Date 6/14/2007
Record ID 9959
Call Taken By Lead CA
CA Number 1172
Responded By Nikki
Response Date 6/14/2007
Resolution 6/15/2007

Customer stated that CA asked for the area code instead of assuming it was the same as the originating number.

Lead CA apologized and stated that the CA would be counseled. Lead CA placed the call for the customer. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

Inquire Date 3/27/2008
Record ID 11046
Call Taken By Supervisor
CA Number
Responded By Chantell
Response Date 3/27/2008
Resolution 3/27/2008

Customer stated that CA did not follow procedure.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 5/10/2008
Record ID 11195
Call Taken By Supervisor
CA Number
Responded By Deborah
Response Date 5/10/2008
Resolution 5/10/2008***

Customer complained CA did not follow procedures.

Customer Service has attempted to contact the customer for additional information. There has been no further response.

***Service Complaints--
Miscellaneous***

***Inquire Date 11/25/2007
Record ID 10553
Call Taken By Supervisor
CA Number
Responded By Ebony
Response Date 11/25/2007
Resolution 11/25/2007***

Customer reported a delay in reaching a CA.

Supervisor explained that the relay had been busy and to please try their call again. Calls answered at 83% within 10 seconds for the day.

***Service Complaints--
Miscellaneous***

***Inquire Date 2/18/2008
Record ID 10886
Call Taken By Customer Service
Rep
CA Number
Responded By Chantell
Response Date 2/18/2008
Resolution 2/18/2008***

Customer stated that CAs speak too low and it is difficult to hear.

Customer Service apologized and forwarded the information to management. Customer was told that they could request that the CA speak louder. Customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 2/21/2008
Record ID 10930
Call Taken By Supervisor
CA Number
Responded By Chantell
Response Date 2/21/2008
Resolution 2/21/2008***

Customer stated that the CA may have given out customer's personal information, such as their name and address.

Customer Service apologized and stated that CA did not have access to customers' personal information.

***Service Complaints--
Miscellaneous***

***Inquire Date 3/8/2008
Record ID 10977
Call Taken By Supervisor
CA Number
Responded By Deborah
Response Date 3/8/2008
Resolution 3/8/2008***

Customer stated that CA did not respond.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer disconnected when the CA answered. Customer was notified.

***Service Complaints--
Miscellaneous***

***Inquire Date 5/12/2008
Record ID 11196
Call Taken By Lead CA
CA Number 1347
Responded By David
Response Date 5/12/2008
Resolution 5/12/2008***

Customer stated that CA did not process their call well.

Lead CA apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Technical Complaints--Connect
Time (TTY/Voice)***

***Inquire Date 6/4/2007
Record ID 9948
Call Taken By Customer Service
Rep
CA Number
Responded By Chantell
Response Date 6/4/2007
Resolution 6/5/2007***

Customer stated that they received TTY tones and a long delay.

Customer Service suggested setting up a profile for a faster connection. Profile was implemented and customer was satisfied.

***Technical Complaints--Busy
Signal/Blockage***

***Inquire Date 4/8/2008
Record ID 11125
Call Taken By Lead CA
CA Number
Responded By LaToya
Response Date 4/8/2008
Resolution 4/8/2008***

Customer stated that they were informed the line was busy, however they did not hear a busy signal.

Customer Service apologized and explained that busy signal is not always audible to originator. Customer understood.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Customer requested MPG Cable as their long distance carrier.

Customer Service explained that MPG Cable is not participating provider through the relay. Customer Service offered profile with an alternate carrier. Customer refused. As of 5/31/08, MPG Cable is still not a participating provider through the relay.

Inquire Date 4/14/2008
Record ID 11130
Call Taken By Customer Service
Rep
CA Number
Responded By Chantell
Response Date 4/14/2008
Resolution 4/14/2008

CapTel--Complaints

Disconnect/Reconnect during calls.

Inquire Date 7/1/2007
Record ID 43784
CA Number
Responded By MMO
Resolution 7/20/2007

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Explained the option to use the digital line as line 1 in a 2 line set up.

CapTel--Complaints

Dialing Issue - Unable to dial regional 800 number.

Inquire Date 7/11/2007
Record ID 42497
CA Number
Responded By RP
Resolution 7/11/2007

Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.

CapTel--Complaints

Accuracy of captions.

Inquire Date 7/16/2007
Record ID 42997
CA Number
Responded By RP
Resolution 7/11/2007

Customer shared feedback regarding accuracy of captions noting observing some errors but that they get the "jist of it." CS Rep apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, CA # so we can take more specific follow up with the call center personnel.

CapTel--Complaints

Accuracy of captions.

Inquire Date 8/20/2007
Record ID 46317
CA Number
Responded By MMo
Resolution 8/20/2007

Discussed need to register long distance carrier of choice with caller and registered CapTel user accordingly.

CapTel--Complaints

Technical - General

Inquire Date 8/28/2007
Record ID 47085
CA Number
Responded By EY
Resolution 9/05/2007

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

CapTel--Complaints

Technical - General

Inquire Date 9/4/2007
Record ID 47730
CA Number
Responded By SC
Resolution 9/4/2007

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

CapTel--Complaints

Technical - General

Inquire Date 9/8/2007
Record ID 50165
CA Number
Responded By DF
Resolution 9/28/2007

Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.

CapTel--Complaints

Billing - General

Inquire Date 11/14/2007
Record ID 55181
CA Number
Responded By JL
Resolution 11/14/2007

Confirmed billing of long distance calls via the default relay carrier were made prior to the user registering their preferred long distance provider with customer service. The customer then understood the circumstance.

CapTel--Complaints

Technical – General

Inquire Date 11/20/2007
Record ID 55798
CA Number
Responded By KM
Resolution 11/28/2007

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 11/20/2007
Record ID 55860
CA Number
Responded By MMo
Resolution 11/20/2007

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

Captel--Complaints

Accuracy of captions.

Inquire Date 2/4/2008**Record ID** 63079**CA Number****Responded By** SC**Resolution** 2/4/2008

Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback. Educated customer on how captions are generated and provided tips to get more out of their captions. Suggested customer document the date, time, CA # for more specific follow up.

Captel--Complaints

Technical - General

Inquire Date 2/18/2008**Record ID** 64655**CA Number****Responded By** MMo**Resolution** 2/20/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008**Record ID** 65152**CA Number****Responded By** KM**Resolution** 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008**Record ID** 64806**CA Number****Responded By** KM**Resolution** 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008**Record ID** 64834**CA Number****Responded By** KM**Resolution** 2/20/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008**Record ID** 64877**CA Number****Responded By** DF**Resolution** 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008
Record ID 64842
CA Number
Responded By SC
Resolution 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008
Record ID 64885
CA Number
Responded By DF
Resolution 2/20/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008
Record ID 64884
CA Number
Responded By KM
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008
Record ID 64883
CA Number
Responded By SC
Resolution 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/19/2008
Record ID 65119
CA Number
Responded By DF
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/20/2008
Record ID 64805
CA Number
Responded By EB
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/20/2008
Record ID 64985
CA Number
Responded By JL
Resolution 2/20/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/20/2008
Record ID 65010
CA Number
Responded By JL
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/20/2008
Record ID 65049
CA Number
Responded By JL
Resolution 2/20/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/21/2008
Record ID 65117
CA Number
Responded By ST
Resolution 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/21/2008
Record ID 65141
CA Number
Responded By JL
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/21/2008
Record ID 65153
CA Number
Responded By JL
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/21/2008
Record ID 65196
CA Number
Responded By MMo
Resolution 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65080
CA Number
Responded By JL
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65228
CA Number
Responded By EY
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 64982
CA Number
Responded By EY
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65296
CA Number
Responded By EB
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65298
CA Number
Responded By SC
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65299
CA Number
Responded By SC
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65300
CA Number
Responded By SC
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65301
CA Number
Responded By SC
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65302
CA Number
Responded By SC
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65303
CA Number
Responded By SC
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65340
CA Number
Responded By JL
Resolution 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/22/2008
Record ID 65381
CA Number
Responded By KM
Resolution 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/25/2008
Record ID 65577
CA Number
Responded By SC
Resolution 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/25/2008
Record ID 65616
CA Number
Responded By KM
Resolution 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 2/27/2008
Record ID 65903
CA Number
Responded By JS
Resolution 2/27/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical – General

Inquire Date 3/14/2008
Record ID 67772
CA Number
Responded By KM
Resolution 3/15/2008

SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

Captel--Complaints

Technical – General

Inquire Date 3/14/2008
Record ID 67781
CA Number
Responded By EB
Resolution 3/15/2008

SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

Captel--Complaints

Technical – General

Inquire Date 3/14/2008**Record ID** 67784**CA Number****Responded By** ST**Resolution** 3/15/2008

SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

Captel--Complaints

Technical – General

Inquire Date 3/14/2008**Record ID** 67786**CA Number****Responded By** ST**Resolution** 3/15/2008

SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
